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INTRODUCTION

The Child Support Enforcement Program is a joint undertaking involving federal, state, and local cooperative efforts. As our nation's largest employer, the Federal government has an important role in the Child Support Enforcement Program. Within the Federal government, the Department of Defense (DoD) is the largest federal agency, with approximately

- 1.4 million active duty military personnel,
- 1.4 million reserved military personnel,
- 2.0 million retired military personnel, and
- 800,000 civilian employees working for DoD.

The Defense Finance and Accounting Service (DFAS) provides payroll for all military and DoD civilians and is responsible for implementation of child support orders. Currently DFAS is remitting payments for approximately 400,000 garnishments a month, more than 70% of which are for child support.

Communication with the military has often been a challenging experience for state and county child support offices. In an effort to assist states in their interaction with the military, the Federal Office of Child Support Enforcement (OCSE) has prepared this resource document. The purpose of this document is to provide policy and procedural guidance to child support staff working with the military in the following areas:

- Requesting verification of employment and pay,
 - Enforcing child support orders through income-withholding,
 - Enforcing medical support orders using the National Medical Support Notice, and
 - Identifying DFAS payments.
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LOCATE SERVICES AND EMPLOYMENT VERIFICATION

The **Federal Parent Locator Service (FPLS)** is a principal source of locate and employment information for child support caseworkers when establishing a support order and when initiating an income-withholding order.

As mandated by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, the FPLS was expanded to include two new federal databases: the **National Directory of New Hires (NDNH)** and the **Federal Case Registry (FCR)**. States send information to the FCR for all child support cases, including those that have support orders and those for which orders have not yet been established. Persons registered on the FCR are compared daily against the NDNH, which contains employment information from new hire reports and quarterly wage records reported by states and federal agencies, as well as unemployment insurance claimant data reported by state agencies. So if the military person you are looking for is a participant in a child support case and that case has been submitted to the FCR, you will receive information about that person.

What DoD Sends to the NDNH

All newly hired (recruited) military personnel and civilian employees are reported within 20 days to the NDNH. In addition, DoD sends quarterly wage data to the NDNH. This includes information on the following:

- Active duty (including Coast Guard)
- Reserve (including Coast Guard)
- Civilian employees
- Military retired (beginning August 2003) (quarterly wages only)

Using the FPLS Match or “Hit” Data

Automatic matching occurs whenever new or updated information is entered into either the FCR or NDNH. NDNH-to-FCR and FCR-to-NDNH matches are immediately sent to the state child support enforcement agencies (CSEAs). Upon receiving the FPLS match (“hit”) information, CSEAs are required to issue an income-withholding order within two days.

An FPLS match should be accepted as a verification of employment and wages. If you receive a match or “hit” on a military person, additional verification of employment is unnecessary. The next step is to submit the income-withholding order to DFAS Cleveland, OH to start withholding pay. Send all income-withholding orders to:

DFAS Cleveland Center
DFAS-GAG/CL
P.O. Box 998002
Cleveland, OH 44199-8002
(866) 859-1845 for customer service (toll-free)

By automating the generation of income-withholding notices, states can meet their two-day turnaround requirement. States that have automated this process have benefited from substantial increases in collections. [For sending income-withholding orders electronically to DFAS, see section on Kids First at end of this section.]

Terminations of income-withholding orders should also be sent to the DFAS Cleveland address above.

World Wide Locator Service Update

The World Wide Locator Service is another way to locate military personnel. The Service has been reinstated, but there are restrictions on who may access the Army World Wide Locator Service (see next page).

- Information about the World Wide Locator Service is available at <http://www.erec.army.mil/wwl/>.
- Additional information about receiving military mailing addresses is available at <http://www.defenselink.mil/faq/pis/PC04MLTR.html>
- Address information may be obtained by writing to the World Wide Locator for the appropriate branch of service:

Military Worldwide Locator Offices

Army Active Duty
Army Worldwide Locator
USAEREC
8899 E. 56th Street
Indianapolis, IN 46249
<http://www.erec.army.mil/wwl>
(703) 325-3732

The Army Worldwide Locator is only open to those who have a .mil e-mail address.

Army Reserve or Retired

Commander
ARPERCEN
9700 Page Blvd.
St. Louis, MO 63132
(314) 538-3777

Active Duty Navy

Navy World Wide Locator

Navy Personnel Command
(PERS 312)
5720 Integrity Drive
Millington, TN 38055-3120
(901) 874-3388

**<http://www.navydirectory.smartlink.navy.mil> or
<http://www.chinfo.navy.mil/navpalib/people/faq/www/locate.html>**

Active Duty Air Force

AFPC/MSIMDL
550 C. Street West, Suite 50
Randolph AFB, TX 78150-4752
(210) 565-2660

<http://www.afpc.randolph.af.mil/IM/AFLocator&FOIA/afwwloc.htm>

Marine Corps

Headquarters, US Marine Corps
Personnel Management Support Branch (MMSB-17)
2008 Elliot Road, Room 201
Quantico, VA 22134-5030
(703) 784-3941/3942 or 3943

<http://www.usmc.mil/marinelink/ind.nsf/locator>

Coast Guard

US Coast Guard
Personnel Command
2100 2nd Street, West
Washington, DC 20593
(202) 267-1340
Fax (202) 267-4985

What the Quarterly Wage Report Includes

The quarterly wage (QW) report provided to the NDNH by DMDC includes all income received by a military service person. The following chart lists all the income categories that could be included in a QW report:

Military Status	Supplemental Pay Type:
ACTIVE	
	Amount Of Accrued Leave Pay
	Amount Of Contract Cancellation Pay And Allowances
	Amount Of Separation Payment
	Basic Allowance For Housing (BAH)
	Basic Allowance For Subsistence
	Career Sea Pay
	Career Sea Pay Premium
	Diving Duty Pay
	Enlistment Bonus
	Essential Service Pay
	Family Separation Allowance Type I
	Family Separation Allowance Type II
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay
	Nuclear Officer Accession Bonus
	Overseas Extension Pay
	Proficiency Pay
	Regular Reenlistment Bonus
	Rental Charge For Inadequate Government Quarters
	Selective Reenlistment Bonus
ACTIVE: OFFICERS ONLY	
	Additional Special Pay
	Aviation Career Incentive Pay
	Aviation Officer Continuation Pay
	Board Certified Pay
	Incentive Special Pay
	Miscellaneous Officer Pay
	Medical Officer Retainer Bonus (MORB)/Nurse Bonus Amount
	Nuclear Career Accession Bonus
	Nuclear Career Annual Incentive Bonus
	Nuclear Qualified Officer Continuation Pay
	Saved Pay

Military Status	Supplemental Pay Type:
	Saved Pay For Health Professionals
	Variable Special Pay
RESERVES	
	Airborne Warning And Control Systems (AWACS) Controller Pay
	Aviation Career Incentive Pay
	Basic Ad Pay
	Career Sea Pay
	Diving Duty Pay
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay And /Or Imminent Danger Pay
	Monthly Basic Pay
	Reserve Component Incentive Program Education Payments
	Reserve Component Incentive Program Payments
	Separation Pay
	Special Pay For Reserve Medical Officers Payments
CIVILIANS	
	Award Amount I, II & III
	Final Compensatory Time Paid
	Locality Payment
	Lump Sum Leave Pay
	Manual Pay Adjustments Amount
	Overtime Paid
	Severance Pay Amount
	Voluntary Separation Incentive

Retired Military Quarterly Wage Reports

Quarterly wages reports on retired military (those people who were formerly active duty) and retired Coast Guard are now provided to the FPLS. These records are coded "P" (for pension).

2003 pay rates (basic military pay, military housing allowance (BAH), and civilian pay) may be found on the following web site:

<http://www.defenselink.mil/specials/pay2003> .

Getting an Address for a DOD Employee:

FPLS External Locate Requests for Information on Active, Reserve, and Retired Military and Retired Federal Government Civilian Employees

If you need a current address for a military service personnel for service of process (e.g., in order to establish paternity), submit an **FPLS external locate** request (through your state child support office) to the Department of Defense's Defense Manpower Data Center (DMDC). DMDC returns these requests on a **monthly** basis. Include the military service person's name and Social Security number (SSN). FPLS will provide the following information to states:

Population	SSN Provided?	Address Provided
Active military	Yes	Unit/duty address
Reserve military	Yes	Unit/duty address
Retired military	Yes	Home address
Retired civilian	Yes	Home address

Information on civilians working for DOD is not available through the FPLS external locate.

Requests for Employment Verification of Civilians Working for DoD

DoD provides the FPLS with new hire and quarterly wage information through DMDC for civilians working for DoD. This information, including address information, is also available from **The Work Number**.

The Work Number

If you need an address for a civilian employed by the military, request this information through the TALX Corporation's Work Number.

DoD has contracted for employment and wage verification for its civilian personnel with a third-party provider, TALX Corporation, Inc. TALX maintains a database called the Work Number that has basic employment information, address, and payroll data, including current year-to-date pay plus payroll history for the prior two years. DoD electronically updates information to TALX Corp. every pay period. You may register for this service by phone at **(800) 660-3399** or via the Internet at **www.theworknumber.com/socialservices**.

Child support offices must first register by completing an application form, which is available through the web site or by phone. The Work Number offers both a free service and a paid service for employment, address, and wage verification.

- If you register for the free service, your responses are sent by fax within five business days.
- If you register for the paid service, you receive your responses by fax within one hour (if you have called the 800 number) or immediately on-line (if you have made your request via the Internet). The 2002 rate for the paid service is \$6 per verification. Offices are only charged if they receive employment, address, or wage information.

The Work Number for employment verification is available on the web site. The Work Number Client Service Center number is (800) 966-7566.

Change in DoD Policy Regarding Requests for Employment Verification

DoD has announced that it will no longer respond to verification of employment/ payroll data requests about active and reserve military, and civilian payroll records, because this information is already provided to the FPLS through quarterly wage reporting to the NDNH.

Exception: Requests for Historical Payroll Data of Military Personnel

DFAS will respond to individual, written requests for information regarding military personnel relating to past pay history exceeding two years. [DFAS will also respond to a request for an NCP's Leave and Earnings Statement \(LES\) if a subpoena is submitted to DFAS. The subpoena must be signed by a state or federal judge before it will be accepted for processing.](#)

These requests should be sent to the particular DFAS pay site listed below, depending on the branch of service.

- The name and Social Security number of the military member should be included.
- A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request or it will be returned to the child support agency. DFAS will not accept computer-generated requests for past pay histories. All computer-generated requests will be destroyed.

Army (Active Duty FEIN is 359990000; Reserve Duty FEIN is 351819323)

DFAS Indianapolis Center
ATTN: DFAS-PMTCBC/IN, Column 302G
8899 East 56th Street
Indianapolis, IN 46249-0865

Navy (Active Duty FEIN is 349990000; Reserve Duty FEIN is 341586724)

DFAS Cleveland Center

ATTN: DFAS-GAF/CL
1240 East 9th Street
Cleveland, OH 44199-8006

Marine Corps (Active Duty FEIN is 539990000; Reserve Duty FEIN is 539990000)

DFAS Kansas City Center
ATTN: DFAS-GA/KC
1500 East Bannister Road
Kansas City, MO 64197-0001

Air Force (Active Duty FEIN is 849990000; Reserve Duty FEIN is 849980000)

DFAS Denver Center
ATTN: DFAS-GA/DE
6760 E. Irvington Place
Denver, CO 80279-8000

Retired Military Pay (FEIN is 340727612)

DFAS Cleveland Center
ATTN: DFAS-GAF/CL
1240 East 9th Street
Cleveland, OH 44199-8006

Exception: Requests for Historical Payroll Data of DoD Civilian Personnel:

DFAS will respond to individual requests for information regarding DoD civilian personnel relating to past pay history exceeding two years.

These requests should be sent to the particular DFAS pay site, depending on the DoD employer.

- The name and Social Security number of the DoD civilian employee must be provided.
- A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request, or it will be returned to the child support agency. DFAS will not accept computer-generated requests for past pay histories. All computer-generated requests will be destroyed.

DoD civilian employees – Army:

DFAS-GA/DE
6760 East Irvington Place
Denver, CO 80279-8000

DoD civilian employees - Navy, Air Force, Marine Corps, other DoD agencies and civilians overseas:

DFAS-GAF-CL
1240 East 9th Street
Cleveland, OH 44199-8006

ESTABLISHMENT: SERVICE OF PROCESS

Service of process refers to the delivery of a document to an individual (noncustodial parent) to notify him/her of a claim or to inform him/her of specific acts that he/she must perform (for example, appearing at a paternity hearing for child support). Although military personnel may live on an installation, most live in the neighboring communities and one may serve legal documents on them just as one would a civilian. There are several methods for service process, including regular and certified mail, voluntary acceptance of service, sheriff's service, and personal service by a civilian authority or process server. Under most state laws, establishment of a child support obligation requires voluntary acceptance of service or personal service by an authorized official.

Serving Military Personnel on an Installation

Military installations may be open or closed and increasingly they are closed. If an enforcement action requires personal service (for example, to establish paternity, establish an order, or bring a contempt action), service may be more difficult. Call the installation's legal office to learn the type of jurisdiction it is following regarding state access:

- Exclusive federal jurisdiction with no state reservation for service of process
- Partial jurisdiction
- Concurrent and proprietary jurisdiction

Contacts for Service of Process

Following are contacts for facilitating service of legal process and enforcing support obligations:

Air Force
AFLSA/JACA
1420 Air Force Pentagon
Washington, DC 20330-1420
(703) 697-0413

Army
Office of the Judge Advocate General
Attention: DAJA-LA
2200 Army Pentagon
Washington, DC 20310

(703) 588-6708
Coast Guard
United States Coast Guard
G-PC (USCG), Room 4100E, CGHQ
Department of Transportation
Washington, DC 20590
(202) 267-2799

Marine Corps
Legal Assistance
Headquarters, U.S. Marine Corps (JAL)
2 Navy Annex
Washington, DC 20380
(703) 614-3880

Navy
Office of the Judge Advocate General (Code 16), Suite 3000
Washington Navy Yard
1322 Patterson Avenue, SE
Washington, DC 20374-5066
(202) 685-4637

INCOME- WITHHOLDING ORDERS FOR MILITARY PERSONNEL

Where to Send Income-Withholding Orders for Military Personnel

Income-withholding orders for military personnel (active, reserve, retired) should be sent to the Defense Finance and Accounting Service (DFAS) office in Cleveland, Ohio:

DFAS Cleveland Center
DFAS-GAG/CL
P.O. Box 998002
Cleveland, OH 44199-8002

The DFAS Income-Withholding Customer Service Number is (866) 859-1845 (toll-free)

The DFAS web site for income-withholding information is **<http://www.dfas.mil/money/garnish>**.

The web site includes a Questions and Answers fact sheet on how to obtain payroll information on DoD military and civilian employees.

Coast Guard

The Coast Guard is now part of the Department of Homeland Security. Income-withholding orders for Coast Guard personnel should be sent to the following address:

Commanding Officer (LGL)
U.S. Coast Guard Pay and Personnel Center
Federal Building
444 SE Quincy Street
Topeka, KS 66683-3591
Phone (785) 339-3596 (for questions)
Fax (785) 339-3784 (for employment verification and pay requests)

Attaching the Income of Retired Military Service Personnel

An income-withholding order to attach the pension of a retired military member should be sent to:

DFAS Cleveland Center
DFAS-GAG/CL
P.O. Box 998002
Cleveland, OH 44199-8002
(866) 859-1845 for customer service, all branches (toll-free)

Attaching the Income of Retired Federal Civilian Employees

An income-withholding order to attach the pension of a retired, civilian employee of the Federal government should be sent to:

Office of Personnel Management
Court Ordered Benefits Branch
P.O. Box 17
Washington, DC 20044-0017
Phone (202) 606-0222
Fax (202) 606-7958

Garnishments vs. Voluntary and Involuntary Allotments

- A garnishment for child support means there is a judicial/administrative income-withholding order in place (mandated in 1990 for IV-D cases and in 1994 for all child support orders). (42 U.S.C. 659).
- Voluntary allotments are available to military service personnel to pay recurring debts. Voluntary allotments for child support were used prior to the federal legislation requiring mandatory income-withholding for child support. Many are still active. A voluntary allotment is completely under the member's control and can be started, stopped, or amended at will by the military person.
- An involuntary allotment (pursuant to 42 U.S.C. 665) is an income-withholding action enforceable against *active duty* military pay. Involuntary allotments have advantages compared to garnishment actions when the maximum amount payable from the disposable income does not allow full payment. This is due to the fact that military allowances, such as basic allowance for housing (BAH), are included in the disposable pay calculations for involuntary allotment. An involuntary allotment begins with a court or administrative order establishing a child support obligation and an arrearage in an amount equal to or greater than two months support under the order. Regulations require

that when using the involuntary allotment, the child support office must send a copy of the underlying court order. See 32 C.F.R. Part 54 for detailed instructions.

Voluntary Allotment Inquiries:

- For active duty Air Force voluntary allotment inquiries, call (800) 433-0461, option 1.
- For active duty Army voluntary allotment inquiries, call (317) 510-0585 or (877) 338-3327 (toll-free).
- For active duty Marine Corps voluntary allotment inquiries, call (816)-926-7011.
- For active duty Navy voluntary allotment inquiries, call (800) 346-3374.
- For retired military (Army, Air Force, Marines, and Navy) voluntary allotment inquiries, call (800) 321-1080.

When a Federal Employee/Reservist is Called to Active Duty

If a reservist is called to active duty, DoD does NOT submit a new hire report for this person. If a civilian employee, who is in the reserves and working for the military, is called to active duty and DFAS already has an income-withholding order on file, DFAS will roll over the withholding to the employee's military pay. If the employee works for another federal agency or a private company, the state should issue an income-withholding order to DFAS. (When a reservist with a child support order is called to active duty, the employer might not notify the child support office, and thus the income-withholding order would not be satisfied.) The FPLS (NDNH) quarterly wage report notifies the state of a change in the employee's employer, thus alerting the state to issue a new income-withholding order.

What Happens to the Income-Withholding Order When the Military Member Retires?

When a military member with an income-withholding order for child support retires, the order does not automatically attach to the retirement pay (pension) of that member. However, DFAS is building an electronic interface that eventually will allow the active duty pay system to alert the garnishment operation that the child support order should be attached to the retirement pay of the military member who is retiring. Until that interface is in place, the child support office should contact DFAS as to why the child support payment has stopped. This will alert DFAS Garnishments to send the withholding order to be processed against the member's retirement pay.

Multiple quarterly wage (QW) reports for one noncustodial parent in the military could be received by a CSEA because a person could be both a DoD civil service employee and a reservist. In fact, there are many people working for DoD in both capacities. When the CSEA receives the first QW match, it should send the income-withholding order to DFAS Cleveland for garnishment. Garnishments will be applied to all pay available at that time.

Kids First

DFAS has an electronic child support submission system that can process individual income-withholding requests via an on-line web system called "Kids First." Mass case processing is also supported via a batch interface to this system using the OCSE CSENet 2000 system. More information on Kids First, and how to access it, is available from the DFAS Cleveland field organization at (216) 522-5118 or visit the DFAS Kids First section on the OCSE web site at **<http://www.acf.hhs.gov/programs/cse/stsys/tab99.htm>**. To sign up for Kids First, contact Larry Sharpley at (216) 522-5435, ex. 41677.

OBTAINING MEDICAL SUPPORT FROM MILITARY PERSONNEL

Defense Enrollment Eligibility Reporting System (DEERS)

The military health care program is called TRICARE/CHAMPUS (Civilian Health and Medical Program of the Uniformed Services). A system called DEERS (Defense Enrollment Eligibility Reporting System) maintains the information on the military service person, known as the sponsor, and dependents enrolled in this program. The process for obtaining medical support from military parents (active or retired) is described below.

How to enroll in person

First of all, the child must be determined to be a military dependent in order to be enrolled in DEERS. The documents needed for enrollment into DEERS should include a court-ordered paternity determination (if the child's parents were not married), birth certificate, and a court order for child support or other means of providing support. Each branch of the service may have slightly different procedures. The custodial parent must go to the nearest RAPIDS center and present the appropriate documents to the verifying officer. (RAPIDS stands for Real-Time Automated Personnel Identification Card System and refers to the program through which individuals receive ID cards and through which all personnel changes are made.)

Location of the nearest RAPIDS center may be found via the Internet at <http://www.dmdc.osd.mil/rsl/>. If Internet access is not available, the custodial parent may contact the DEERS telephone center help line Monday through Friday between 9:30 a.m. to 6:00 p.m. (ET) at 1-(800) 538-9552.

How to enroll by mail

A custodial parent wishing to enroll by mail should contact any military installation with a RAPIDS center. The documents needed for enrollment into DEERS should include a court-ordered paternity determination (if the child's parents were not married), birth certificate, and a court order for child support or other means of providing support. Each branch of the service may have slightly different procedures.

Before the DEERS enrollment can be completed, an attempt will be made to have the sponsor sign the paperwork. The amount of time for this process will vary depending on the location and the assignment of the military member. If the sponsor is unwilling to sign, the verifying official may sign on behalf of the sponsor after all efforts to obtain the sponsor's signature have failed and those efforts have been documented.

Once enrolled in DEERS, the child is eligible to receive medical care in two ways. The child may be able to obtain medical care and medications from military hospitals and clinics. The child can also use the cost share medical coverage, TRICARE, with civilian health providers. Getting health care from a uniformed service hospital or clinic, when available, saves money and paperwork. Military bases have Health Benefits Advisors to assist custodial parents with questions about medical coverage.

TRICARE uses the term "shared" rather than "covered" because the cost is shared by the beneficiary after an annual deductible cost has been satisfied. Claims to TRICARE can be submitted up to a year after treatment. Commencement of military medical benefits is determined by either the child's date of birth or the date(s) of the sponsor's military service, not the DEERS enrollment date. A TRICARE handbook explaining coverage is available by writing or calling:

TRICARE Management Activity (TMA)
Public Affairs Branch
Aurora, Colorado 80045-6900
(303) 361-1000/1129

How to Learn Whether a Dependent Has Been Enrolled in DEERS (TRICARE)

A legal dependent (one for whom paternity has been established) of a military person (active or retired) is eligible for TRICARE medical services through DEERS. The custodial parent may enroll the dependent at any RAPIDS military installation. If a caseworker wants to learn whether a child has already been enrolled in DEERS, he/she should **write** to the following address:

DMDC Support Office
Attn: CA99
400 Gigling Road
Seaside, CA 93955-6771

Include the name and Social Security number (SSN) of the military service personnel, as well as the name, SSN, and date of birth of the dependent. Even if the child is already enrolled in DEERS, he/she may need to obtain a military I.D. to gain access to medical care facilities on bases. The health benefits advisors can provide assistance and answer additional questions about the TRICARE coverage.

Where to Send the National Medical Support Notice for Active Duty and Retired Military

Send the National Medical Support Notice (NMSN) to DMDC. Currently DMDC will respond with a letter (in-lieu of the form) to notify you as to whether the child is already enrolled in DEERS. Once an active duty military member and family members have been enrolled in the DEERS, they have medical benefits. These medical benefits do not include dental or vision care. (Dental coverage may be available as an additional cost to the service member.) At the present time, the NMSN does not result in the automatic enrollment of the child in DEERS. The custodial parent must follow the procedures in the previous section for enrollment if the child is not shown as enrolled.

Send the National Medical Support Notice to:

DMDC Support Office
Attn: CA99
400 Gigling Road
Seaside, CA 93955-6771

Please do not send requests for medical coverage information or medical support orders to the DFAS office in Cleveland.

Please do not send employment verifications or garnishment-related requests to DMDC. DMDC will not return employment verification requests to the issuing agency.

How to Obtain Medical Insurance Information on DoD Civilian Employees

Medical insurance information on DoD civilian employees may be obtained from the human resources department of the employing agency. OCSE is also working with DoD to establish a central site for obtaining medical information on DoD civilian employees.

QUESTIONS ABOUT PAYMENTS

How to Understand the Military Leave and Earning Statement (LES)

For military pay information, refer to <http://www.dfas.mil> and first click on "Money Matters" and then click on "Military Pay." From this screen click on "Pay Rates" for pay tables, or click on "Military LES" (Leave and Earnings Statement) to understand the military LES.

Redirecting Payments to Your State Disbursement Unit (SDU)

The Defense Finance and Accounting Service (DFAS) handles all payroll for the military. DFAS has named two points-of-contact in the military for redirecting any child support payment (and spousal support if appropriate) to your SDU. These points-of-contact can assist you in redirecting both garnishments (income-withholding orders) and voluntary allotments for all the armed services, including payments to retirees:

Frank Hrouda
DFAS-PGLIS/CL
(216) 522-5435, ex. 41609
frank.hrouda@dfas.mil

and

Kathleen Golden
DFAS-PGLIS/CL
(216) 522-5435, ex. 41606
kathleen.golden@dfas.mil

Questions about Missing Checks from Military Personnel

Four additional customer service numbers: (Please do not use these numbers for inquiries relating to the income-withholding order or its processing.)

For questions relating to payments issued from the active duty or reserve Army pay center, call (317) 510-3286 or 3284.

For questions relating to payments issued from the active duty or reserve Air Force pay center, call (800) 433-0461, option 4 (toll-free).

For questions relating to payments issued from the active duty or reserve Marine Corps pay center, call (816)-926-7050.

For questions relating to payments issued from the active duty or reserve Navy pay center, call (866) 859-1859 (toll-free).

Questions about Child Support Checks from DoD Civilians

If you have a question about a child support check that DFAS submits on behalf of a DoD civilian employee, there are three Civilian Pay Centers that may be able to help you:

DoD Navy civilian, Marine Corps civilian and overseas DoD civilian employees:

DFAS Charleston, SC
Civilian Pay Service, Customer Service
(843) 746-6500
6:30 a.m. – 3:00 p.m. Eastern Standard Time

DoD Air Force civilian and other DoD agencies' civilian employees:

DFAS Pensacola, FL
Civilian Pay Service, Customer Service
(850) 473-6222
7:30 a.m. – 4:00 p.m. Central Standard Time

DoD Army civilian employees:

DFAS Denver, CO
Civilian Pay Service, Customer Service
(800) 538-9043
6:30 a.m. – 4:30 p.m. Mountain Time

OCSE Military Liaison

The OCSE military liaison officer is Larry Holtz, whose duties include working with the Department of Defense on child support related statutes and regulations; providing guidance to child support agencies on military matters; and resolving issues between the Department of Defense and Child Support Enforcement agencies. You may contact him at:

Larry Holtz
Court and Military Liaison Officer
Office of Child Support Enforcement—4th floor
370 L'Enfant Promenade, SW
Washington, DC 20447
(202) 401-5376; Fax (202) 205-4342
lholtz@acf.hhs.gov